

How do I remove users no longer with the school or district?

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Last updated Oct 20, 2016

In Google

When users are no longer associated with the school or district, you have two options for how you can handle their accounts: *Suspending* or *Deleting* in Google.

We highly recommend that you *suspend* the accounts, instead of *deleting* the accounts for reasons that will be explained below. Gaggle can, however, accommodate whichever option is best for your workflow.

Benefits to Suspending Users

- Once you suspend a user in Google, the account will automatically be made inactive in Gaggle within the hour.
- Inactive accounts do not contribute to your active license count.
- In Google, this option is beneficial because it allows you to reactivate the suspended account, if the user should return to the school or district.

Deleting Users

If you delete users in Google, the change will not be reflected in Gaggle automatically, so you will need to be proactive in communicating this change to Gaggle Customer Support. Otherwise, we will have no way to know the account is inactive and should not be included in your active accounts. Contact Customer Support at 1.800.288.7750, support@gaggle.net or by Live Chat if you have deleted accounts.

In Office 365

When users are no longer associated with the school or district, you have two options for how you can handle their accounts: *Disabling* or *Deleting* in Office 365.

We highly recommend that you *disable* the accounts, instead of *deleting* the accounts for reasons that will be explained below. Gaggle can, however, accommodate whichever option is best for your workflow.

Benefits to Disabling Users

- Once you disable a user in Office 365, the account will automatically be made inactive in Gaggle within the hour.
- Inactive accounts do not contribute to your active license count.
- In Office 365, this option is beneficial because it allows you to reactivate the disabled account, if the user should return to the school or district.

Deleting Users

If you delete users in Office 365, the change will not be reflected in Gaggle automatically, so you will need to be proactive in communicating this change to Gaggle Customer Support. Otherwise, we will have no way to know the account is inactive and should not be included in your active accounts. Contact Customer Support at 1.800.288.7750, support@gaggle.net or by Live Chat if you have deleted accounts.

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